

**Ovation Corporate Travel**  
**SIP Products and Services Descriptions**  
**SIN: 599-2, 599-1000**

**a. Company's Information (name, address, phone and fax numbers, web address, and point of contact information)**

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**b. Contract Information (contract number, schedule number and description, SIN numbers and description)**

RE: Contract # GS--33-F-0010W  
RE: Schedule Number 599  
RE: SIN 599-2 Travel Agent Services  
RE: SIN 599-1000 Contract Support Items

**c. Additional Contents:**

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## Ovation's Service Offering

### Exceptional Client Service

Ovation is an organization dedicated to client service. Client care is provided by the most highly trained, knowledgeable travel consultants in the business, who are accustomed to servicing both offline and online clients with needs that parallel those of government agencies. Every Ovation professional is trained and motivated on the philosophy of “deliver what’s expected, plus one.” At Ovation, we call this program Going the Extra Mile (“GEM”). The GEM program includes tracking and incentivizing our travel consultants for providing exceptional services, such as airline and hotel upgrades, clearing sold out inventory and providing various concierge and assistance services. Ovation is battle-tested, delivering exceptional client service for over 20 years to many of the most demanding companies worldwide. You can expect to receive world class client care from Ovation.

### Proactive Account Management and Support

Ovation will provide a dedicated Account Manager focused on maximizing your service and cost-savings objectives. Specifically, the Account Manager will manage the implementation of the program, oversee Ovation’s client service deliverables, identify and negotiate supplier discounts, supervise VIP requests, customize MIS reports, and spearhead training and support matters. The Account Manager will serve as a key resource for the organization’s strategic and tactical travel initiatives.

### Cutting Edge Technology

Ovation delivers intuitive, fast and user-friendly technological solutions. From our online booking tool, Ovation Online, to our highly customizable web-based reporting system, Ovation provides technical innovations that maximize efficiency and productivity. Moreover, Ovation delivers benefits to our travelers electronically. Trip Alerts (sent to PDAs, BlackBerry devices and mobile phones) as well as Pre-Trip Reminders and Flight Options (sent via email) all speed communication, saving time for our travelers.

### Outstanding Value

As an Ovation client, you will experience significant savings in terms of both time and money. By combining expert travel consultants, advanced technologies and proven negotiating prowess, Ovation will reduce your travel spend as well as the associated internal costs of planning and booking business travel. You will have a partner that maintains an extraordinary commitment and track record of delivering a world class travel program with tremendous bottom-line results.

### Office Locations

Ovation operates in over 90 office locations nationwide. Ovation has offices in the following cities:

- |                |                    |                  |
|----------------|--------------------|------------------|
| • Atlanta      | • Houston          | • Philadelphia   |
| • Baltimore    | • Irvine, CA       | • Plano, TX      |
| • Chicago      | • Los Angeles      | • San Diego      |
| • Cleveland    | • Memphis          | • San Francisco  |
| • Dallas       | • Mt. Pleasant, SC | • Stamford       |
| • Greenwich    | • New York         | • Tampa          |
| • Harrison, NY | • Palo Alto        | • Washington, DC |

As a shareholder in the global travel company RADIUS, Ovation is able to deliver maximum client value globally through a local network of more than 3,300 offices in 80 countries.

**Ovation will provide dedicated travel consultants  
fully trained on your agency's policies and procedures.**

Ovation has been servicing the travel needs of professional organizations,  
arguably the most demanding business travelers, since 1984.

### Going the Extra Mile

In addition to hands-on management coaching and counseling, our travel consultants are incentivized to “Go the Extra Mile” through our GEM program. This ensures we surprise your travelers with complimentary extras to make their trips more convenient and hassle-free. The GEM program provides an opportunity for our travel consultants to earn substantial monetary bonuses for providing exceptional service to our clients. A GEM report illustrating the services and value-added benefits Ovation has extended to your travelers will be provided on a quarterly basis.

Examples of GEM services include:

- Upgrading flights and hotels
- Frequent flyer award assistance
- Waiving no-show bills
- Clearing waitlists for flights and hotels
- Concierge services such as theater tickets, restaurant reservations, etc.
- Rush passport and visa service
- Coordinating international mobile phone rentals
- Arranging for foreign currency

Each time a special service has been rendered, Ovation’s travel consultants log a GEM transaction electronically. In addition to utilizing this file to facilitate internal incentive awards, Ovation presents a regular report to each client, detailing the GEM service, associated market value (if measurable), traveler name, and date. All Ovation travel consultants are expected to provide value added GEM services on **at least 15%** of all transactions.

### Ovation's 20/20 Service Guarantee

Following are the guidelines that Ovation travel consultants will follow through our 20/20 Guarantee or we will refund the transaction fee for those trips\*:

∴ 90% of all calls will be  
answered within 20 seconds

∴ 90% of all emails and voice  
messages will be answered  
within 20 minutes

The Ovation  
**20/20**  
Guarantee

\*Calculated based upon the client’s average call-to-transaction ratio. Please note: requires utilization of the Ovation telephone system.

## Ovation Club Select

Select VIP travelers from your agency will become members of the Ovation Club Select and receive exclusive benefits such as:

- Frequent Flyer award reservations
- Max Miles Frequent Flyer online mileage management services
- Meet and greet services
- Concierge services such as restaurant reservations, sporting events and theater tickets

In addition to the services listed above, Ovation maintains an inventory of domestic and international upgrade certificates on a multitude of carriers which will be provided whenever available to Ovation Club Select members. With these privileges, Ovation Club Select members will be able to contact our Ovation Club Select desk to book award travel, concierge services and also enjoy online access to a consolidated summary of their personal Frequent Flyer Programs. Once logged in, members will be able to view their account balance for each of their enrolled programs, check status and view the number of miles needed to achieve the next level of status with each program.

## Fly America Act, Federal Travel Regulation, and GSA City- Pairs Program Compliance

Ovation has several clients who travel through the provision of government funds and must, therefore, comply with the terms of the Fly America Act, the Federal Travel Regulation, and the GSA City-Pairs program when booking air travel. Ovation is fully compliant in booking travel for these clients in following with the terms and regulations, as well as any client-specific travel policies and requirements.

## International Services

Ovation maintains an in-house International Rate Department. All multi-leg international trips as well as select international itineraries will be routed to this department for the application of creative tariffing methods and routing alternatives. Our rate department professionals have an average of 8 years experience in managing complex international fares.

Our International Rate Department provides:

- Fare quotes - Complete fare calculations, split ticketing, mileage fares, circle fares, currency fluctuations, etc.
- Lowest Fares - Lowest fares through the use of alternate routing suggestions and creative tariffing methods. Deeper savings are often available by using alternate connecting cities, adding an intermediate stop or using multiple airline class-of-service upgrades to offset costs and maintain traveler comfort.

## **International Itinerary Information**

A Pre-Trip Reminder email sent to the traveler will contain important itinerary information, including the weather at the destination, a link to print their boarding pass and a link to travel advisory information relative to the traveler's destination from the US Department of State. This reminder also supplies relevant information regarding any and all health requirements for countries visited.

### **Passport and Visa Service**

Ovation will assist with the processing of all visas and passports. We will track expiration dates and notify travelers six months prior to passport expiration. We can also provide delivery of passports and visas to and from your offices. If an outside service is needed, we will only pass along out-of-pocket costs.

### **International Mobile Phone Rentals**

Upon request, Ovation will make arrangements for a traveler to rent a mobile phone when traveling internationally.

### **Meet and Greet Service at International Gateway Airports**

Upon request, Ovation will arrange for travelers to be met and/or assisted at international gateway airports.

### **Foreign Currency Service**

Upon 24 hours notice, Ovation will obtain foreign currency and/or travelers cheques for travelers.

## **Ovation's Meeting Planning and Special Events Division**

Ovation's Meeting Planning and Special Events division, located in Ovation's headquarters office, was created to assist clients in planning out-of-town retreats, facilitating meetings, incentive travel packages, etc. at extremely competitive rates. Each event is assigned a team of dedicated meeting planning professionals to coordinate the meeting activities.

A focus of our Meeting Planning and Special Events division is to use the technology and knowledge available to make meetings and events a trouble-free, cost-effective and pleasant experience for our clients and their travelers.

We achieve significant savings for clients by negotiating special group fares based upon their travel needs. Group fares are available at substantial discounts for single and multiple meeting schedules. Many airlines offer meeting fare discounts that are ideal for saving money for major projects and events. An important by-product of the consolidation process is the increased power to coordinate organization-wide travel in a system that supplies Ovation with the information to negotiate meeting fares.

The services that Ovation's Meeting Planning and Special Events division provides include, but are not limited to:

- Selecting official air carrier and negotiating maximum discounted air fares as well as complimentary tickets for use by client staff

- Selecting official car rental agency and/or car service provider for maximum savings on ground transportation
- Selecting hotels and negotiating to secure the lowest possible rates and control of housing arrangements
- Negotiating and coordinating with local convention and visitors bureaus to assist with on-site registration and other services
- Program development and budgeting
- Creating and preparing printed materials and other promotional items (including art work)
- Site selection and site inspection
- Negotiating and coordinating meeting rooms, war rooms, business center services, and food and beverage
- Assisting with audiovisual needs (design, negotiation, coordination, arrangements)
- Assisting with creation and production of special events, including guest speaker selection and coordination, and arranging tickets for sporting, theatre, cultural and other events
- Evaluating meetings, group travel and other related hospitality activity
- Providing on-site travel agents during meetings and event

**In addition, Ovation Online offers customized meeting planning software designed to streamline and automate every step in the meeting planning process.**

## **Dedicated Account Management**

Ovation will provide a dedicated Account Manager. The Account Manager will focus on maximizing the organization's service and cost-savings objectives and will serve as a key resource for the organization's strategic and tactical travel initiatives. Specifically, the Account Manager will be responsible for:

- Overseeing Ovation's client service deliverables
- Identifying savings opportunities and negotiating vendor discounts (if permitted by your regulations)
- Customizing MIS reports (design, analysis, integrity)
- Formulating and/or revising a written travel policy (if you so desire)
- Defining future objectives

The Account Manager will be in constant contact with the dedicated travel consultants and the Operations Manager to review service levels, contracts, policies, procedures, online booking, etc.

## **Ovation ValueCard**

Survey results will be presented to the client on a periodic basis by the dedicated Account Manager as part of a standard ValueCard presentation. Ovation's ValueCard will provide a summary of overall spend, savings, service levels, and client satisfaction.

Specifically, the ValueCard presentation will include key travel program statistics, including:

- Transaction history data such as total air spend, domestic vs. international spend, total transactions and average cost per transaction

- Online booking trends
- Offline booking trends
- Refund/exchange statistics
- Savings summary
- Hotel bookings data
- Car rental bookings data
- Service level analysis
- Client satisfaction data
- GEM statistics
- After-hours emergency service statistics
- Benchmarking analysis

## Ovation News Alerts

An important aspect of managing the client's travel account will be keeping the client informed as to current issues, trends and urgent news that may affect the travel program. Ovation News Alerts provide essential transportation, health, weather and security updates on a global platform for risk management, procurement and human resource issues.

Ovation News Alerts are powered by a global travel media company. News is monitored and edited 24 hours a day, 7 days a week. News Alerts will be automatically emailed to the client's designated travel contact(s) as events occur. The client can customize its Ovation News Alerts criteria by location(s), urgency level, and category (i.e., Security, Health, Transportation, Weather & Nature).

## Ovation News Index

You will have 24/7 access to the Ovation News Index, a web-based informational portal with continually updated destination-specific intelligence and security content. The information includes:

- Destination reports: overview, history, geography, holidays, maps, currency, weather and climate
- News briefs: 24/7 coverage of security, transportation, health, weather, nature and traveler impact news
- Consular information: visa, passport and entry requirements
- Risk assessments: security and risk briefings on countries and major cities worldwide
- Airport guides, hotels and transportation services
- Cultural and business etiquette
- Travel health
- Event anniversaries and significant dates

## The TechnOvation Advantage

Technological innovations from Ovation give travel arrangers and administrators flexibility and reliability with a high degree of convenience. Ovation puts the most secure and advanced booking, tracking and management tools at your disposal. The TechnOvation Advantage assures maximum efficiency and productivity for your travel managers, travel support staff and travelers.

## Online Booking

- Books all leading air, hotel and car companies.
- Allows booking of contracted airfares, hotel and car rates.
- Applies your travel policy and client-specific discounts.
- Captures all data for reporting and consolidating offline and online transactions.
- Provides access to reservations by travel consultants, including 24-hour support.
- Integrates webfares.
- Captures job and cost center reference numbers with trackable reports.
- Allows for visibility into employee travel arrangements.

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- Enables travel alerts, such as last-minute flight cancellations and airport delays to be sent to mobile phones, PDAs, pagers or BlackBerry devices.
- Books exclusive airline discounts through our OvationFARE™ Program.
- Books hotel discounts through our Preferred Hotel Partners Program.
- Provides fare access to all major carriers including discount carriers such as Southwest and JetBlue.

## **Flight Options**

Ovation travel consultants can provide travelers with Flight Options via email. This document shows complete flight and fare options (including alternate airport recommendations and connecting flight options) quickly and reliably, enabling the traveler to select flights within a large window of options. The system achieves dramatic cost savings for our clients by reducing the phone time necessary to book a trip, eliminating communication errors and making travel planning effortless for our clients.

The Flight Options document includes a recap of the request, detailed information on six outbound and six return choices and a cross-tab matrix of all 36 possible fare combinations, with the lowest fares in bold and penalty fares noted. Travelers can reply electronically to their Flight Options email in order to book their requested flights automatically.

## **Pre-Trip Reminder**

Travelers will receive an automated pre-trip email 24 hours before departure with pertinent itinerary information, including a link to print the online boarding pass. These emails will alert travelers to the weather at their destination, US Department of State travel advisories and all health requirements for countries visited.

## **Trip Alerts**

For instant travel updates, Ovation sends automated Trip Alerts with up-to-the-minute itinerary information—such as flight changes, delays and cancellations—directly to PDAs, BlackBerrys and other mobile text devices. Travelers sign up for this complimentary service when completing their profile during implementation.

## **Quality Control Technology**

Ovation has an extensive quality control system and supports multiple software products that ease the travel reservation process. In addition to internally developed applications, Ovation utilizes Cornerstone's ResQCX mid-office quality control technology to check for completeness, validity and accuracy of PNR data. The system validates the accuracy of each reservation and verifies: preferred vendors are booked when applicable, adherence to policies and preferences, the lowest fare obtained, the appropriate commission applied, and all PNR exception codes. ResQCX can verify data anywhere in a PNR against an unlimited set of standards, including agency, branch, agent, corporate, or traveler-specific. In addition, ResQCX automatically performs data entry tasks normally performed by agents, making it a true productivity enhancement tool.

## **Management Reports**

Ovation offers web-based pre- and post-trip management reports. You will have 24/7 access to all management reports for use in supplier negotiations, policy compliance and strategic decision making. All reporting data can be provided in PDF, Microsoft Excel, or any requested electronic format.

## Risk Management and Reporting

Ovation offers customized global risk management solutions through proprietary software as well as third party experts Anvil and iJET. Our solutions cross reference pre- and mid-trip traveler activity data with country-based risk intelligence, government and embassy warnings and international security updates, enabling us to monitor your employee travel on a global basis and immediately respond to operating risks around the world. Ovation's scope of risk management services includes:

- Real-time intelligence on global developments
- Global view of traveling population (monitor, locate, contact)
- Instant communications to travelers and travel managers
- Advice across multiple categories (e.g., entry/exit requirements, transportation, security, health, culture, environment, law, finance, technology, language)
- Daily and monthly briefings and reviews
- Personalized intelligence website with instant data flow to traveler's email, cell, PDA, and travel managers
- On-demand reporting
- Proactive travel planning tool with destination intelligence by country/city worldwide
- Toll free emergency hotline for travelers 24/7/365
- Additional customizations as requested by client

## Cost Savings Programs

Ovation will arrange the most direct, safe, efficient, and economical mode of travel for your travelers. We have experience working with government-funded clients and will always promptly apply government discounts and/or concessions offered by transportation carriers when arranging travel. To augment your government discounts, Ovation provides our clients with proprietary fares and rates well below published prices. Based upon the city pairs and/or hotel cities involved, Ovation's aggregated airfares (OvationFARE™) and hotel rates (Preferred Hotel Partners Program) can supplement government rates when applicable to significantly reduce your travel costs. These discounts will also serve as a supplement to any client personalized and specific discounts, which can be negotiated by the Account Manager (if permitted by your regulations).

### OvationFARE™, Ovation's Airfare Cost Savings Program

The OvationFARE™ program offers substantial savings off published fares on major domestic and international routes. The discounts negotiated under OvationFARE™ are fully available for use by our entire client base under the terms of our agreements with the carriers.

The OvationFARE™ program features city pair discounts which are offered for coach, business and first- class travel on several of the top carriers in the market, without being restricted to specific days of the week or times of day, further adding convenience and potential savings. In addition, OvationFARE™ tickets are fully eligible for frequent flyer program mileage points and most may be upgraded under the terms of the carrier's preferred program for frequent travelers. Under this program, discounts are up to **40%** below published fares. OvationFARE™ savings include shuttle fares for travel between New York, Washington DC, and Boston.

## Ovation's Preferred Hotel Partners Program

To supplement government rates available to you, Ovation's Preferred Hotel Partners Program offers negotiated rates at over 470 hotels worldwide. In most cases, we have negotiated rates ranging from **10% to 47%** below the lowest published corporate rate. As a result of this program, our clients' consolidated average hotel spend savings is a significant **18%**.

Amenities are also included as part of Ovation's Preferred Hotel Partners Program. Complimentary amenities may include:

- Guaranteed upgrades at time of booking
- Waiving telephone surcharges
- Guaranteed early check-in or late check-out
- Intra-city transportation
- Discounts on restaurant food items
- Complimentary breakfast

**Over 90% of Ovation's Preferred Hotel Partners Program negotiated rates have last room availability. This means that Ovation's rates will be guaranteed during high priority travel dates.**

## RADIUS Hotel Program

In addition to the Preferred Hotel Partners Program, Ovation is a member of the RADIUS Hotel Program which includes over 29,600 hotels in 140 countries and 5,860 cities around the world. These rates, including some exclusive rates not available through other travel agencies, are discounted 10 percent or more from the published corporate rates offered by hotels and inns. The listings include a wide variety of lodging types, with accommodations to fit every budget. Over 600 of the hotels participating in the Program offer block space for the exclusive use of RADIUS members. These hotels hold an agreed upon number of rooms for RADIUS when the hotel reaches sold out status. This program offers consistent savings and augments and enhances Ovation's exclusive Preferred Hotel Partners Program.

## Car Rental Program

Ovation recommends negotiating a car rental discount program on behalf of the client (if permitted by your regulations). Discount programs typically range from 10-40% below published rates. In addition to discounted rates, we have the ability to negotiate additional program benefits that include but are not limited to:

- Free Rental Days
- Collision and Loss Damage Insurances Included in Rates
- Automatic Car Upgrades
- Premium Memberships for Individual Drivers

## Conclusion

By entering into a business relationship with Ovation Corporate Travel, you will have a partner that maintains an extraordinary commitment and track record of delivering a world class travel program with tremendous bottom line results. By combining our proprietary cost savings programs and technology with our exceptional service and account management capabilities, we look forward not only to meeting, but exceeding, your expectations.

## Price List (from form 1449)

Base Year

If OFFSITE travel department configuration:

Description	GSA Price
Full Service Air/Rail with Hotel/Car Domestic	\$25 (Ovation retains commissions)
Full Service Air/Rail with Hotel/Car International	\$30 (Ovation retains commissions)
Full Service Hotel and/or Car Domestic or International	\$8 (Ovation retains commissions)
Online Air/Rail with Hotel/Car Domestic or International	\$5 (Ovation retains commissions)
Online Hotel and/or Car Only (no air) Domestic or International	\$5 (Ovation retains commissions)
24/7 Global Emergency Helpline	\$16
Paper Ticket US Mail	\$1.50
Paper Ticket by Overnight Delivery	\$12
Paper Ticket International	Not to exceed \$111 for 0.5 lbs or less per delivery
STP Printer	\$500
Program Implementation Fees	T & E for Ovation Staff (billed as used)
Online Booking Tool Third Party Pass-Through Costs	At Cost
Custom Reports	\$50

If ONSITE travel department configuration:

Description	Final Price
Full Service Air/Rail with Hotel/Car Domestic	\$25 (Ovation retains commissions)
Full Service Air/Rail with Hotel/Car International	\$30 (Ovation retains commissions)
Full Service Hotel and/or Car Domestic or International	\$8 (Ovation retains commissions)
Online Air/Rail with Hotel/Car Domestic or International	\$5 (Ovation retains commissions)
Online Hotel and/or Car Only (no air) Domestic or International	\$5 (Ovation retains commissions)
24/7 Global Emergency Helpline	\$16
Paper Ticket US Mail	\$1.50
Paper Ticket by Overnight Delivery	\$12

Paper Ticket International	Not to exceed \$111 for 0.5 lbs or less per delivery
STP Printer	\$500
Program Implementation Fees	T & E for Ovation Staff (billed as used)
Online Booking Tool Third Party Pass-Through Costs	At Cost
Onsite Travel Consultant Labor Charge (minimum 1,500 transactions annually per onsite travel consultant)	\$25,000 + 30% benefits
Custom Reports	\$50
Onsite National or Global Account Manager (per hour as required)	\$30 per hour
Onsite Travel Consultant Floater Coverage	Billed as used at \$275 per day per travel consultant

**NOTE:**

Under an ONSITE travel department configuration, please note that the fee for Onsite Travel Consultant Floater Coverage would only apply during assigned travel consultant vacation and sick days IF and only IF BOTH of the following criteria are met:

1. Client opts for an Onsite travel department (staffed by Ovation) at the client's offices
2. Client requests backup (i.e., substitute "floater") coverage from an agent sitting at the onsite travel office (versus working from an offsite Ovation office)

If BOTH of the above criteria are NOT met, then, during assigned travel consultant vacation and sick days Ovation will supply client with backup/substitute "floater" coverage at no additional cost from an offsite Ovation office.

**Option Years**

Any price adjustments would be in accordance with the requirements of I-FSS-969 Economic Price Adjustment—FSS Multiple Award Schedule (January 2002). Escalation rates negotiated prior to award were chosen. Ovation will honor the terms of the price list for a period of three (3) years (i.e., three years from DOA) with EPA at 0% (i.e., with no scheduled increases in the pricing listed) during that time. EPA 2.5% increase in years 4 and 5, and every contract term thereafter annually.

**Price Reduction Clause:** For the purposes of the price reduction clause, the Most Favored Customer (MFC) designated for SIN 599-2 is Saks.

3. PROMPT PAYMENT DISCOUNT: None
4. FOB: Destination
5. MINIMUM ORDER: \$50.00
6. MAXIMUM ORDER: \$1,000,000 For orders above the maximum order, customers are required to seek further price reductions.
7. CONTRACT PERIOD: Date of Award through five years from date of award, with three five-year option periods.
8. Task Orders are Firm Fixed Price preferred.

9. The Contractor agrees to remit the Industrial Funding Fee and Sales Reporting under this contract pursuant to contract clause 552.238-74.

10. The following documents are hereby incorporated into this contract:

- Solicitation QMAD-CY-090001-B, dated February 10, 2009.
  - Ovation Travel Group's proposal dated June 19, 2009, is incorporated by reference, except for subsequent revisions accepted by the Government that hereby supercedes the original proposal submission.
  - Contractor's Subcontracting Plan Approved September 22, 2009.
  - Ovation's final proposal revision email dated November 16, 2009, final pricing submitted.
  - Ovation's final proposal revision email dated November 18, 2009, final EPA provision submitted.

11. All other terms and conditions remain unchanged.